



Revision number: 8

Purchasing Agent: GLENDON MITCHELL

Item: COMPUTER HARDWARE MAINTENANCE SUPPORT

Vendor: 54430E TFE Technology Holdings, LLC
P O BOX 247
BOUNTIFUL UT 84011-0247

Internet Homepage:

Telephone: (801) 298-8000

Fax number: (801) 292-1851

Contact: JOHN WALKER

Email address:

Brand/trade name:

Price: SEE DIVISION OF INFORMATION TECHNOLOGY SERVICES (ITS) GUIDE
AND RATES

Terms:

Effective dates: 07/01/02 through 08/31/03

Days required for delivery:

Price guarantee period:

Minimum order:

Min shipment without charges:

Other conditions:

Renewal Options: None

NOTE: CONTRACT DATE HAS BEEN EXTENDED.

NOTE: Questions regarding the use of this contract, services covered, rates, enrollment of equipment in the State's Equipment Inventory System (EIS), use of the Service Tracking and Reporting System (STARS), and/or to obtain ITS' Service Guide & Rates should be directed to the Division of Information Technology Services Management Services Group. Contact Vicki Boer (contract usage) at (801) 538-3327 or David Strong (contract issues) at (801) 538-3464.

This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor (creating a PG in Finet) and make payments for the same on a PV referencing the original PG. Agencies will return to the vendor any invoice which reflects incorrect pricing.

REPORTS

The contractor will submit quarterly reports to the state purchasing agent showing quantities and dollar volume of purchases by each state agency and political subdivision. These reports will be due 10 days after the calendar quarter.



On-site maintenance and depot services for computer hardware and associated peripherals as currently enrolled in the State's Equipment Inventory System (EIS) and reported/tracked through the Service Tracking and Reporting System (STARS).

Service may include maintenance of all personal computers, minicomputers, personal and minicomputer peripheral equipment and mainframe peripheral equipment. To also include terminals, printers, and other equipment and devices which are compatible to the above mentioned equipment.

Requests for modifications (such as upgrades or consumable items installations) from the user or agency, resulting from equipment service requests, may be performed at the discretion of both parties. Modification requests not resulting from equipment service requests (swaps, upgrades, installation of new equipment, etc.) are not covered under this contract. Software problems, boot disks, virus eradication, warranty service, etc. are not covered under this contract. However, the supplier may choose to assist customer with the resolution of problems.

FINET COMMODITY CODE(S):

9392100000-COMPUTERS, DATA PROCESSING EQUIPMENT AND ACCESSORIES (NOT WORD
PROCESSING EQUIPMENT) MAINT./REPAIR